

3-TIER SYSTEM

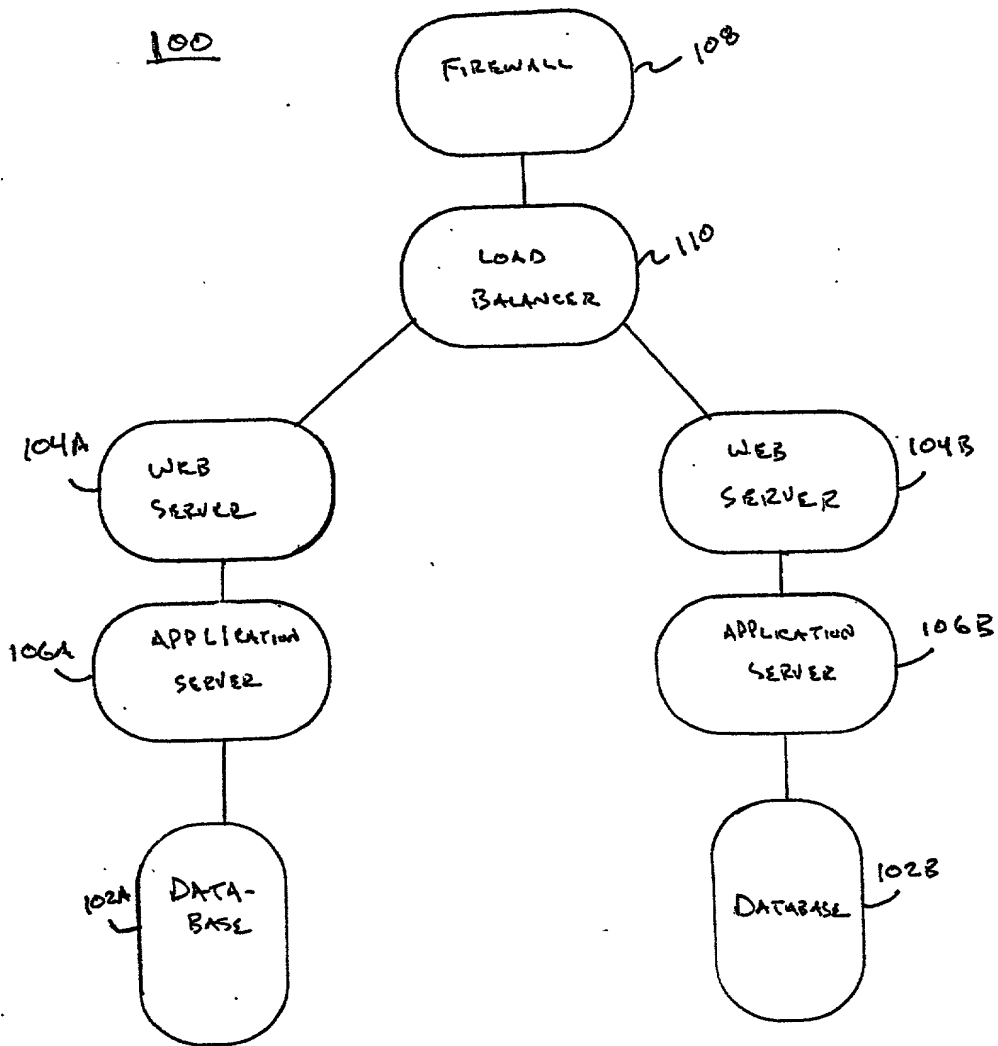


FIGURE 1

09766649.072301

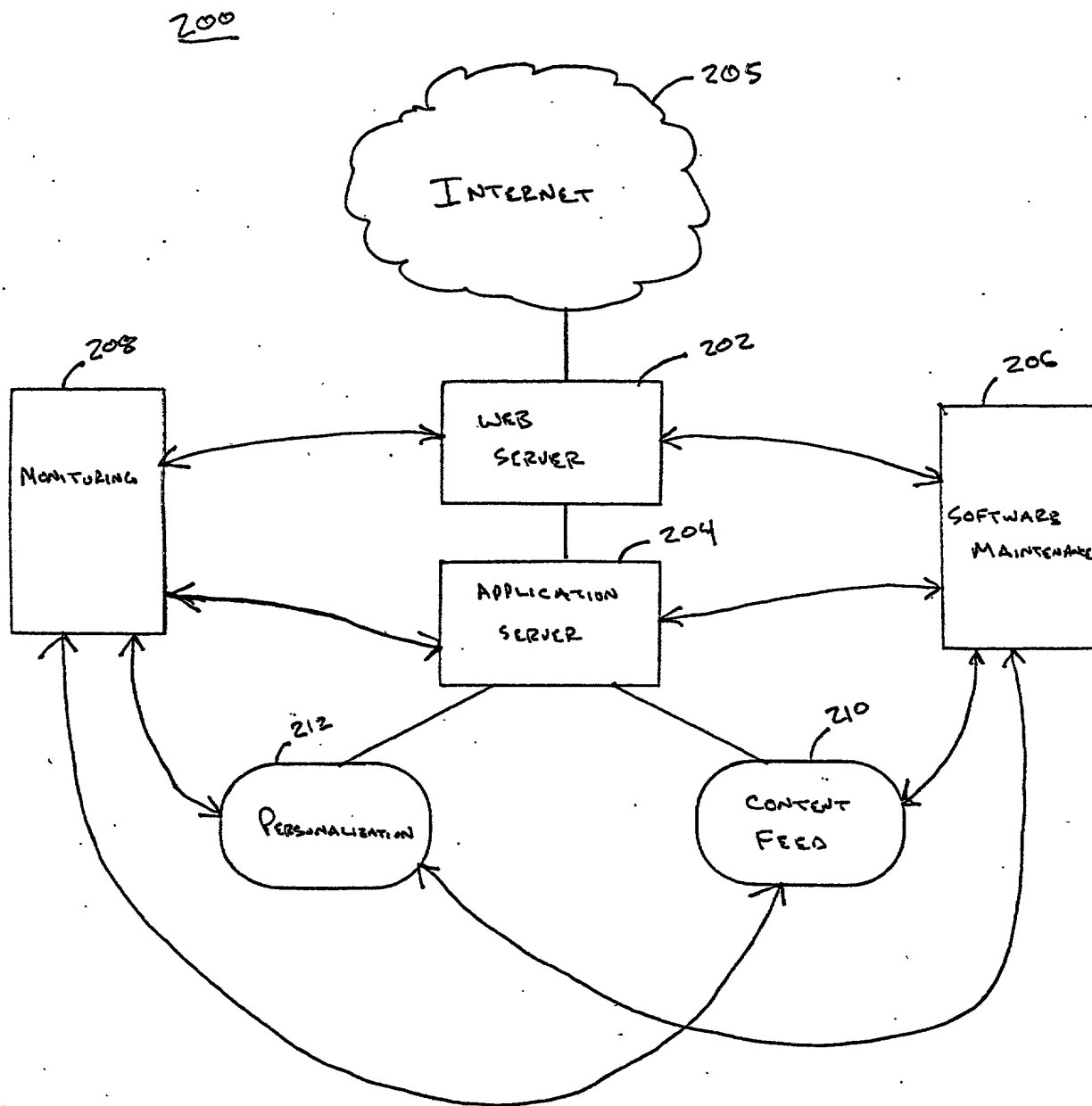


FIGURE 2

09766649.072304
T0E270 64999260

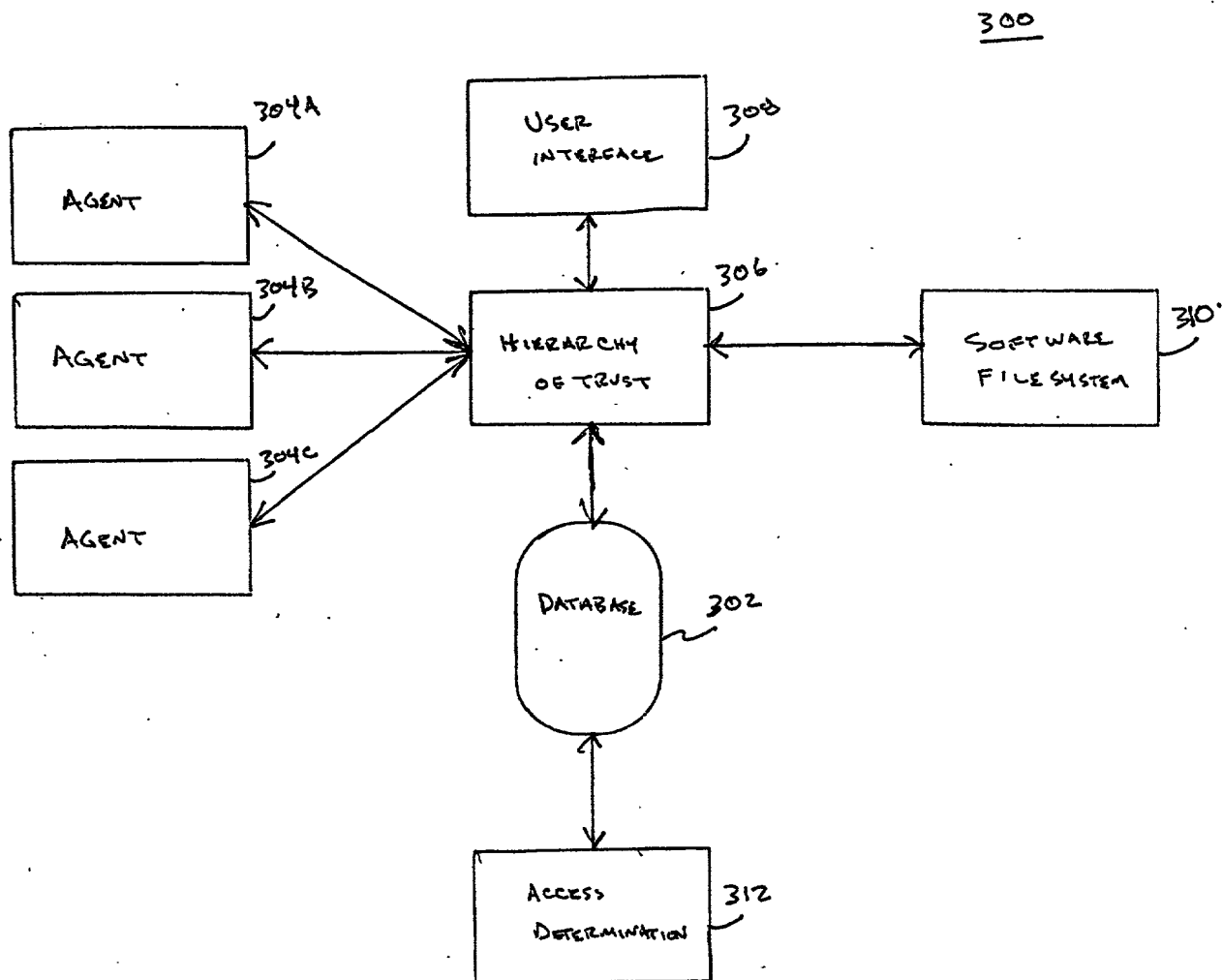


FIGURE 3

CUSTOMER ROLE PACKAGE

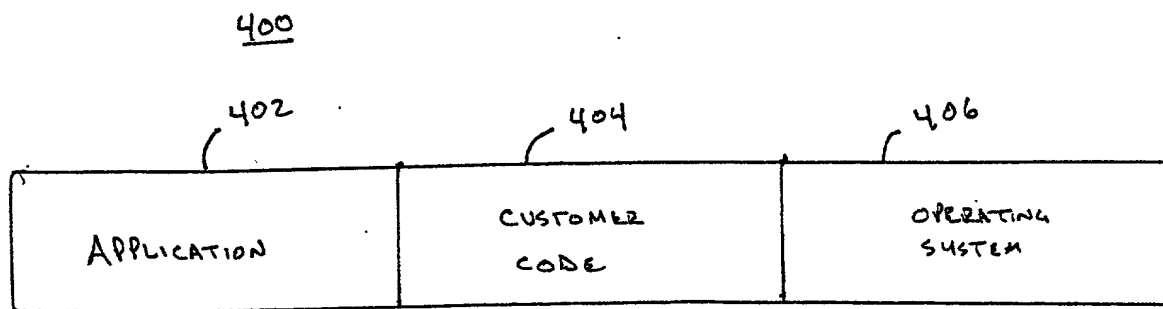


FIGURE 4

ROLE-CENTRIC MODEL

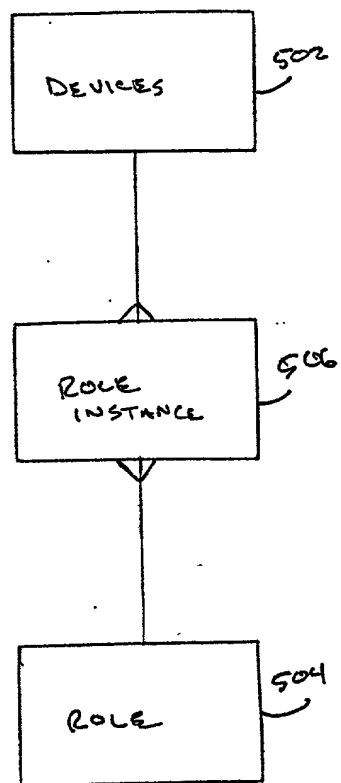


FIGURE 5

SERVICE-CENTRIC MODEL

600

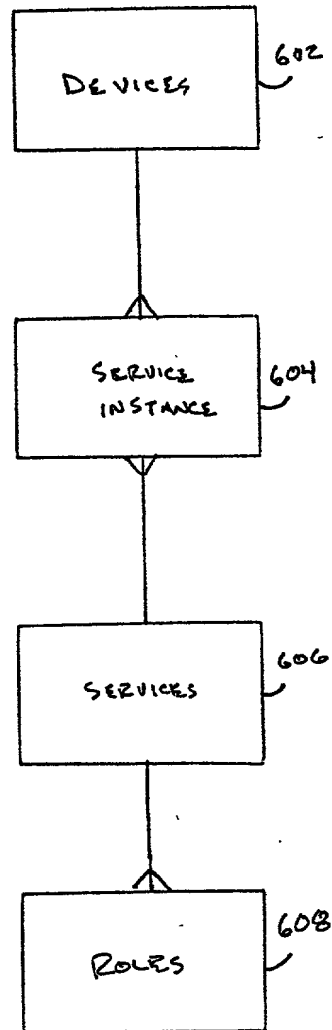


FIGURE 6

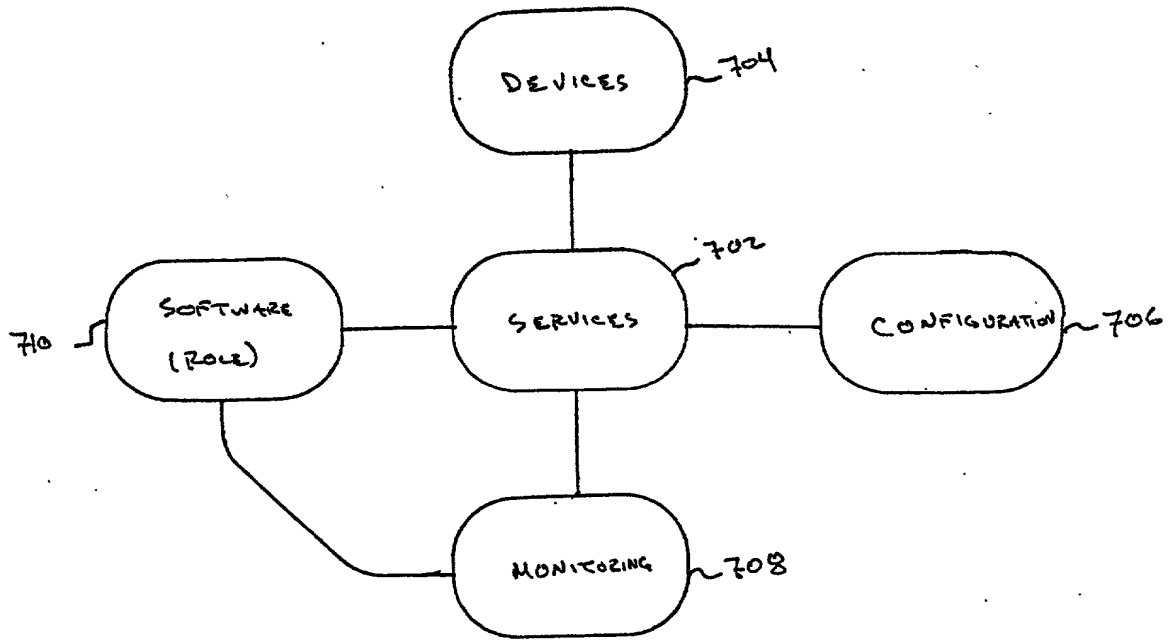


FIGURE 7

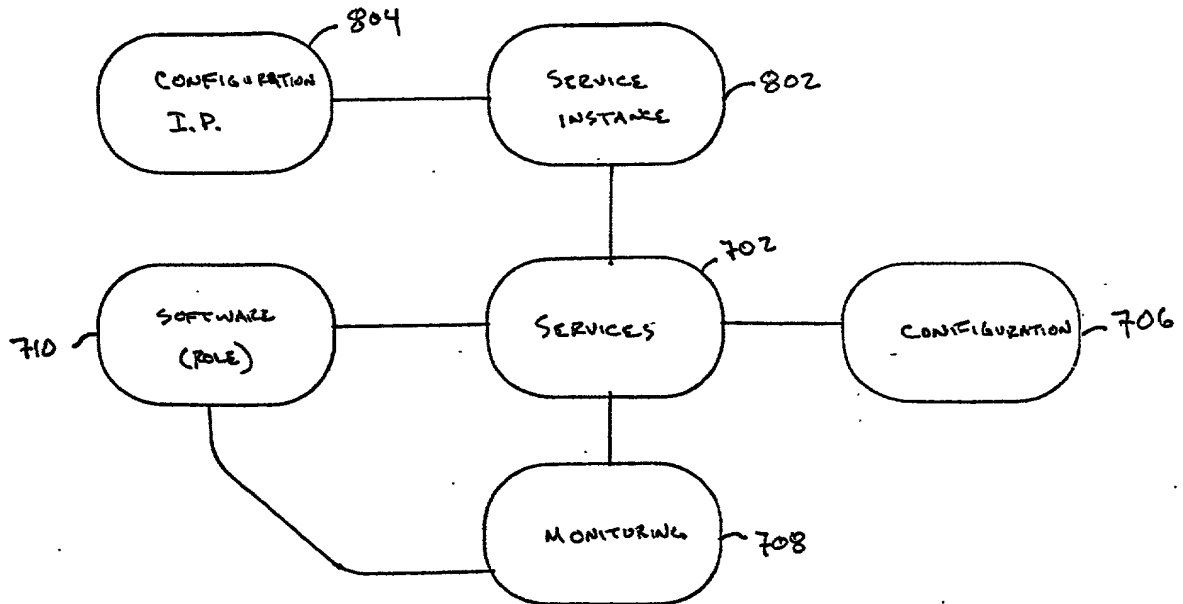


FIGURE 8

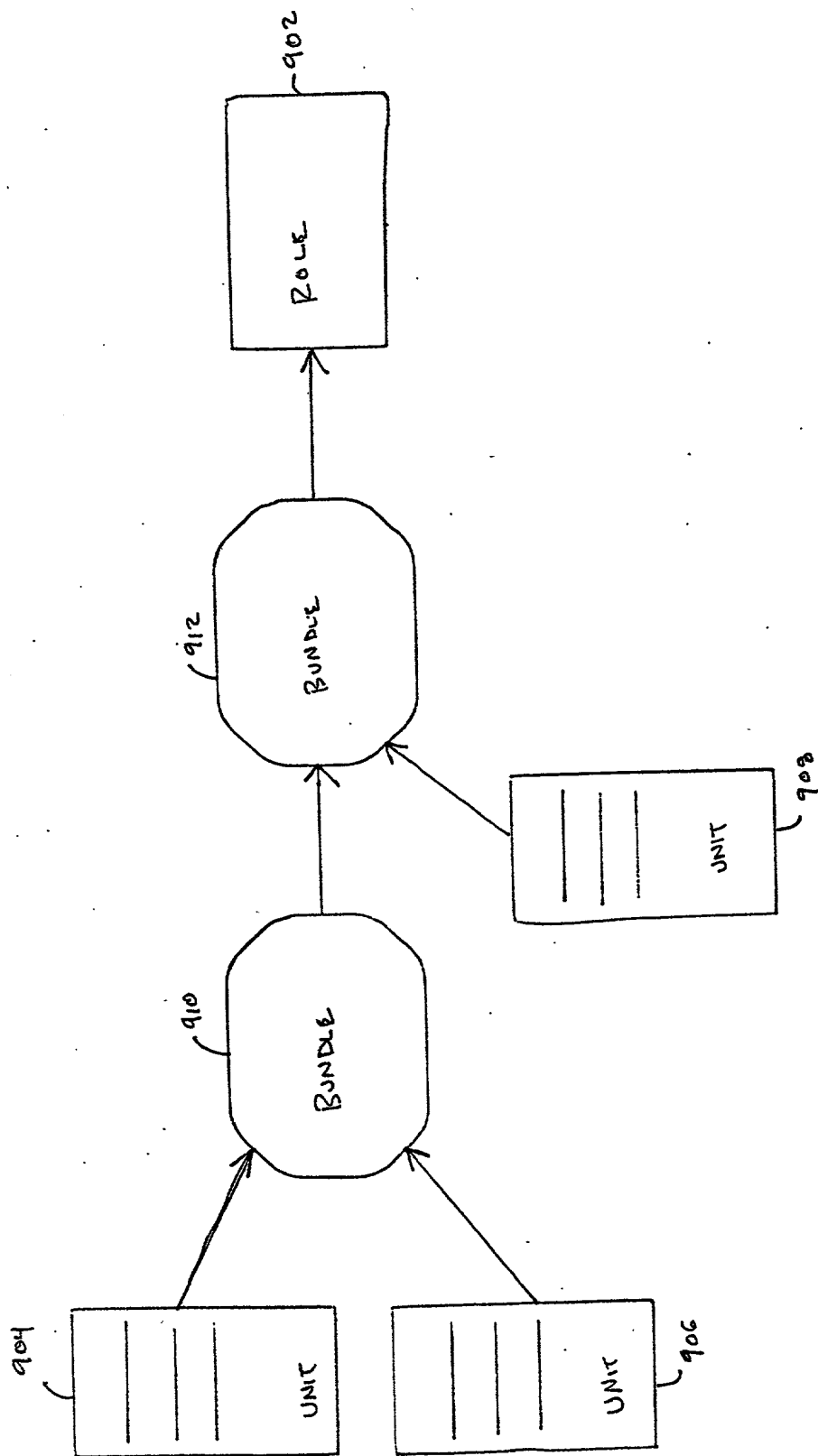


FIGURE 9

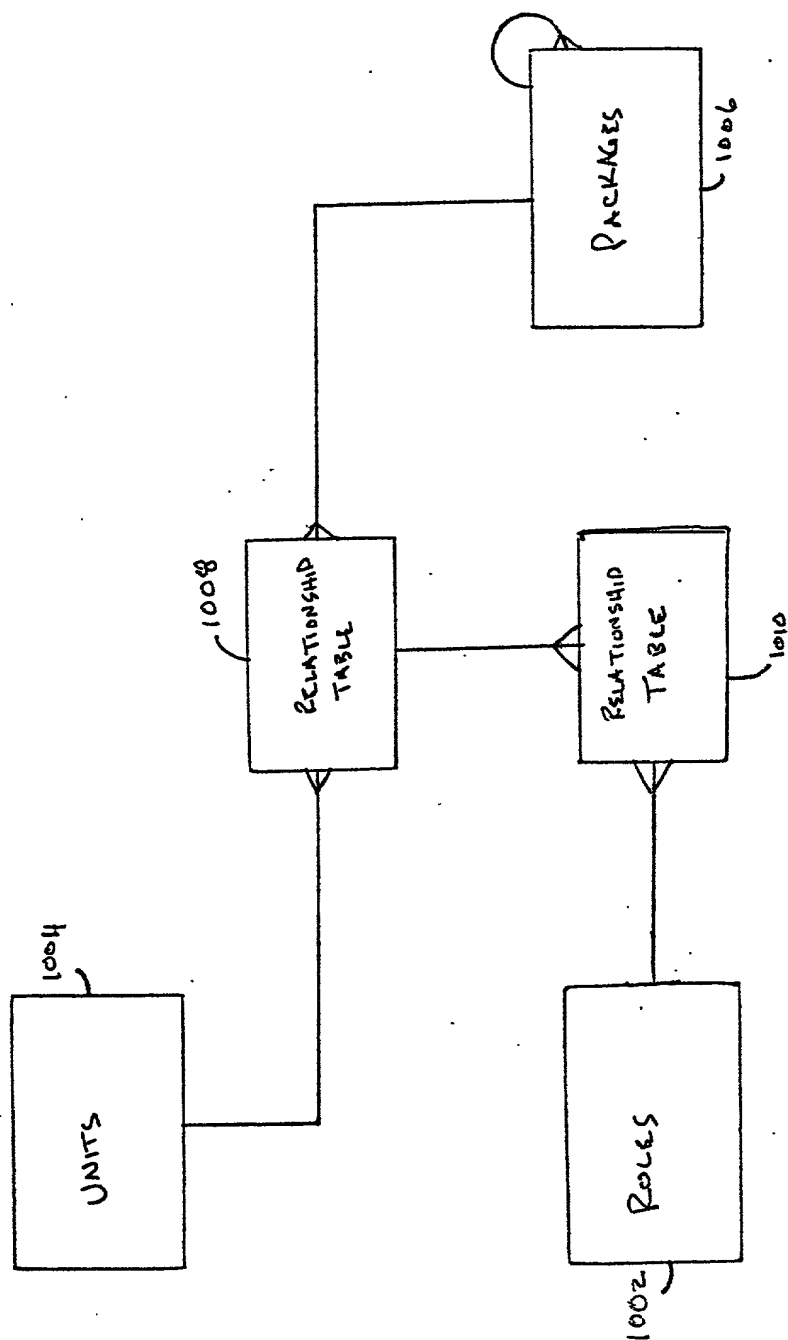


FIGURE 10

1100

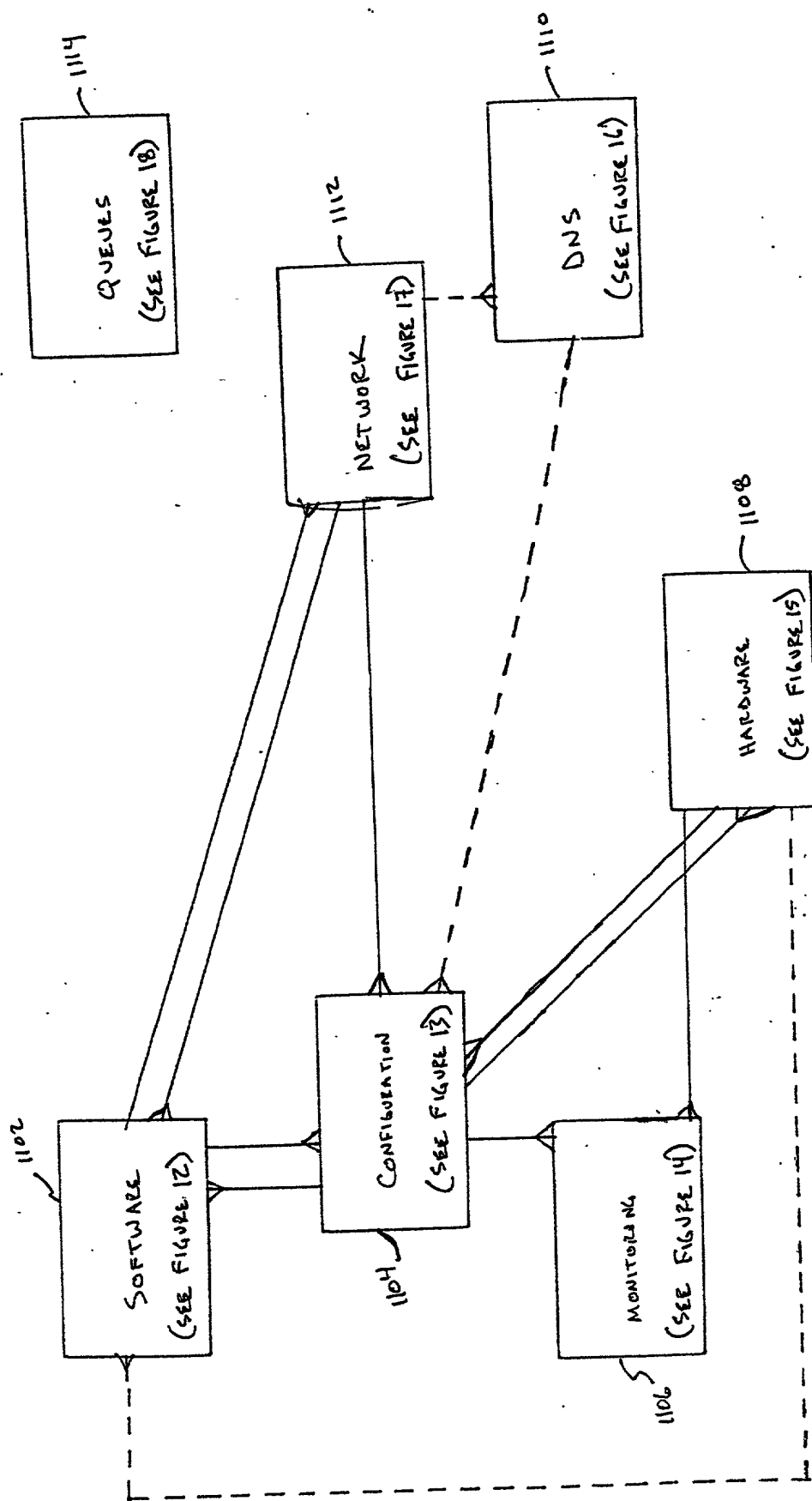


FIGURE 11

SOFTWARE 1102

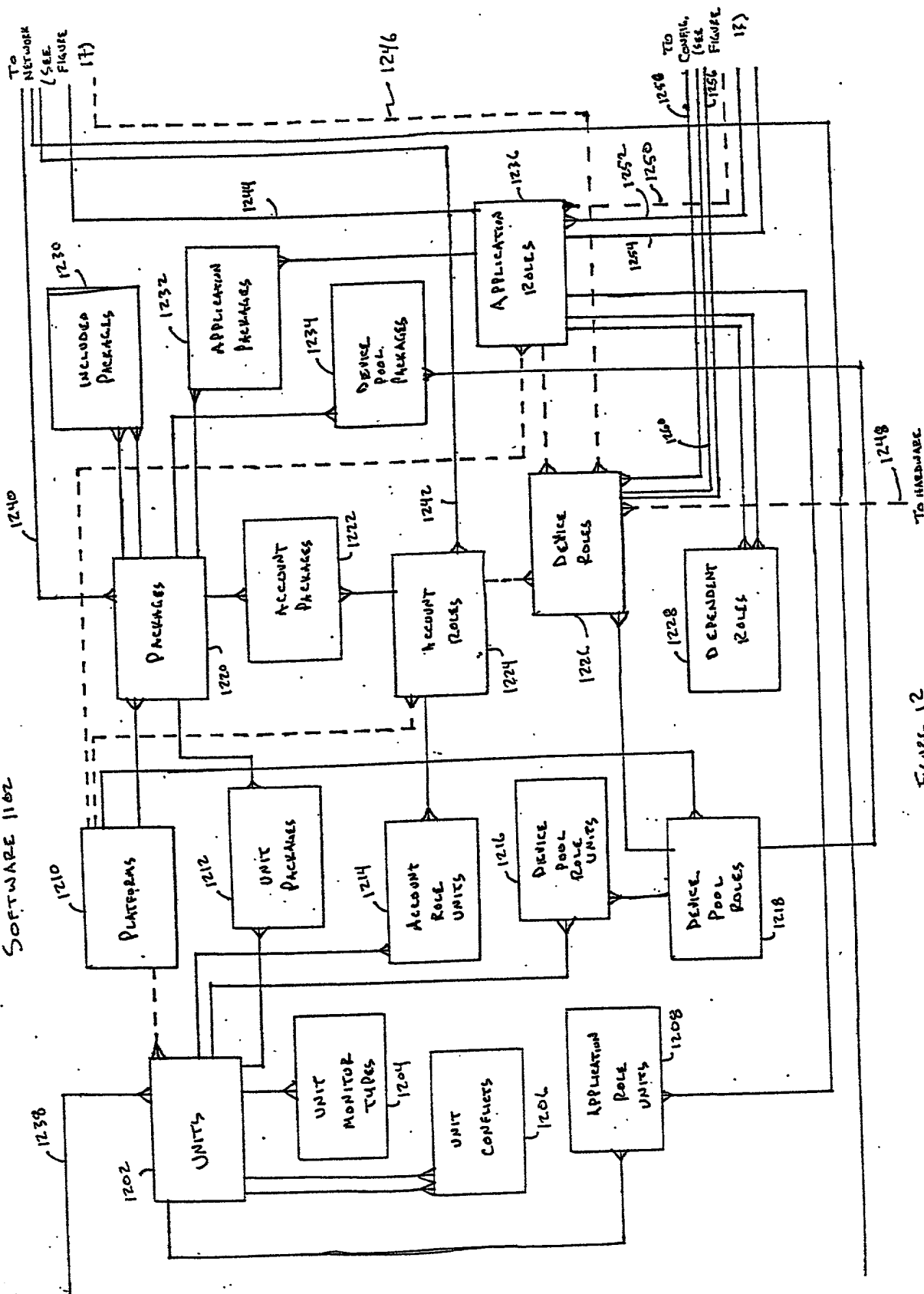
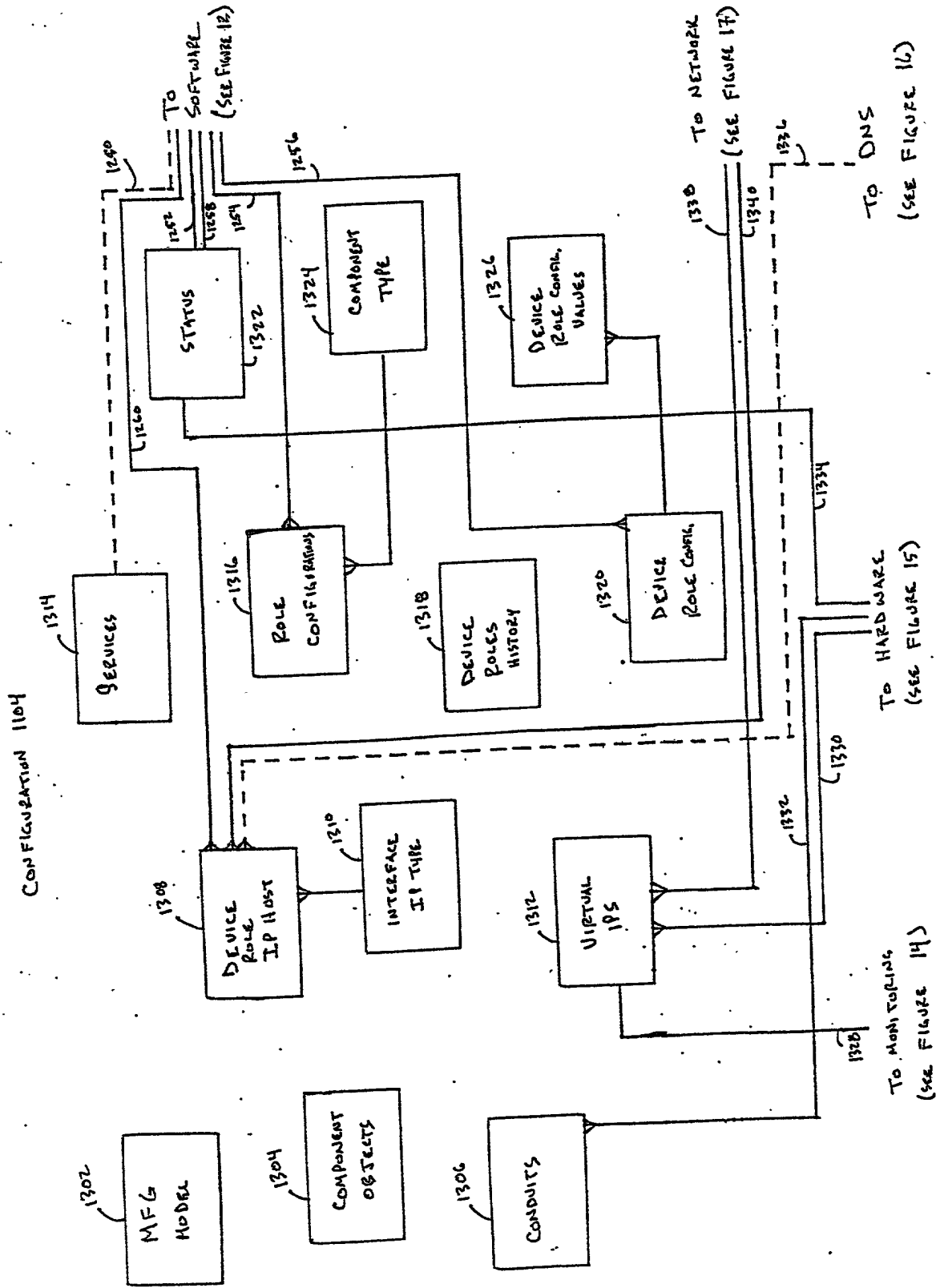
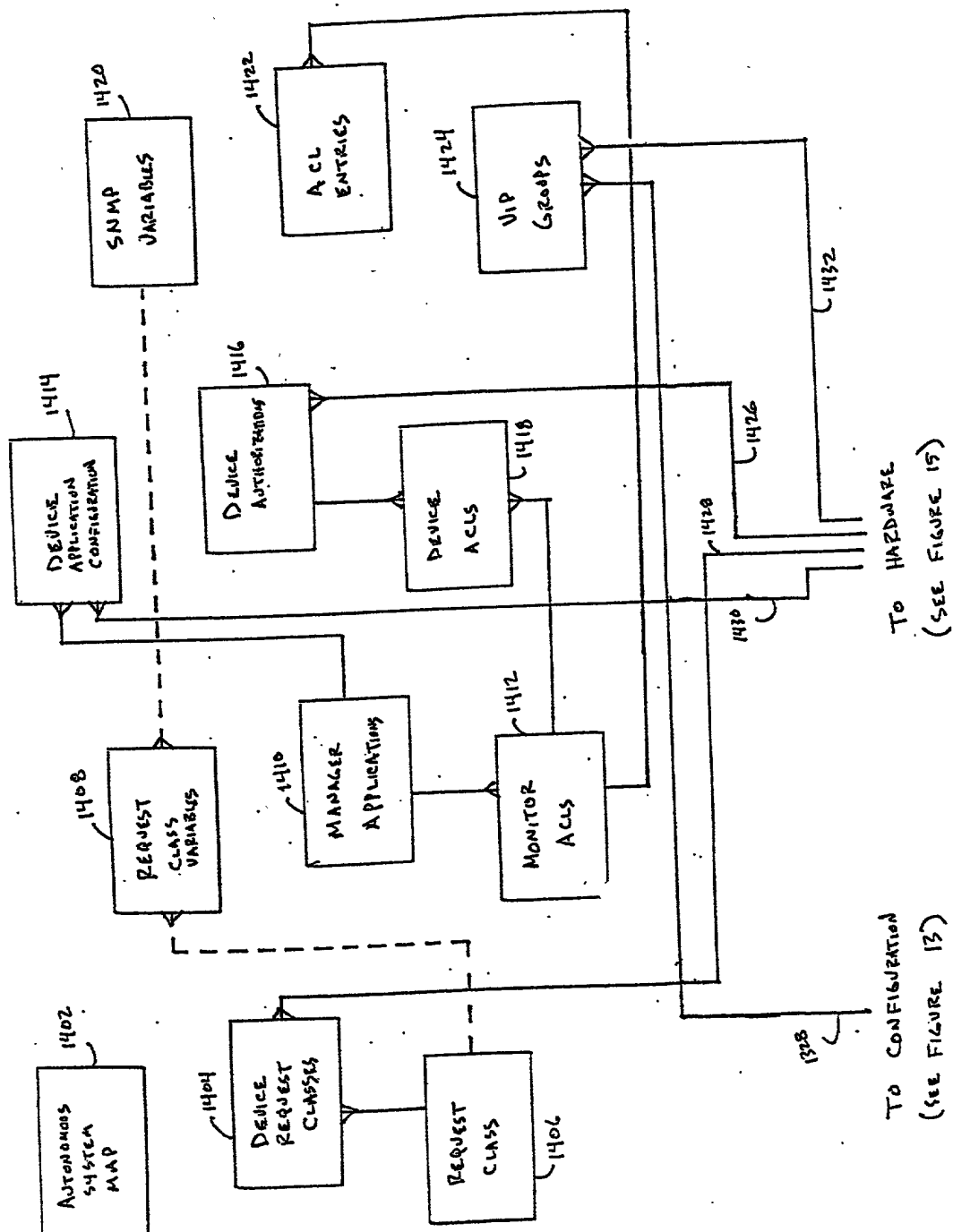


FIGURE 12



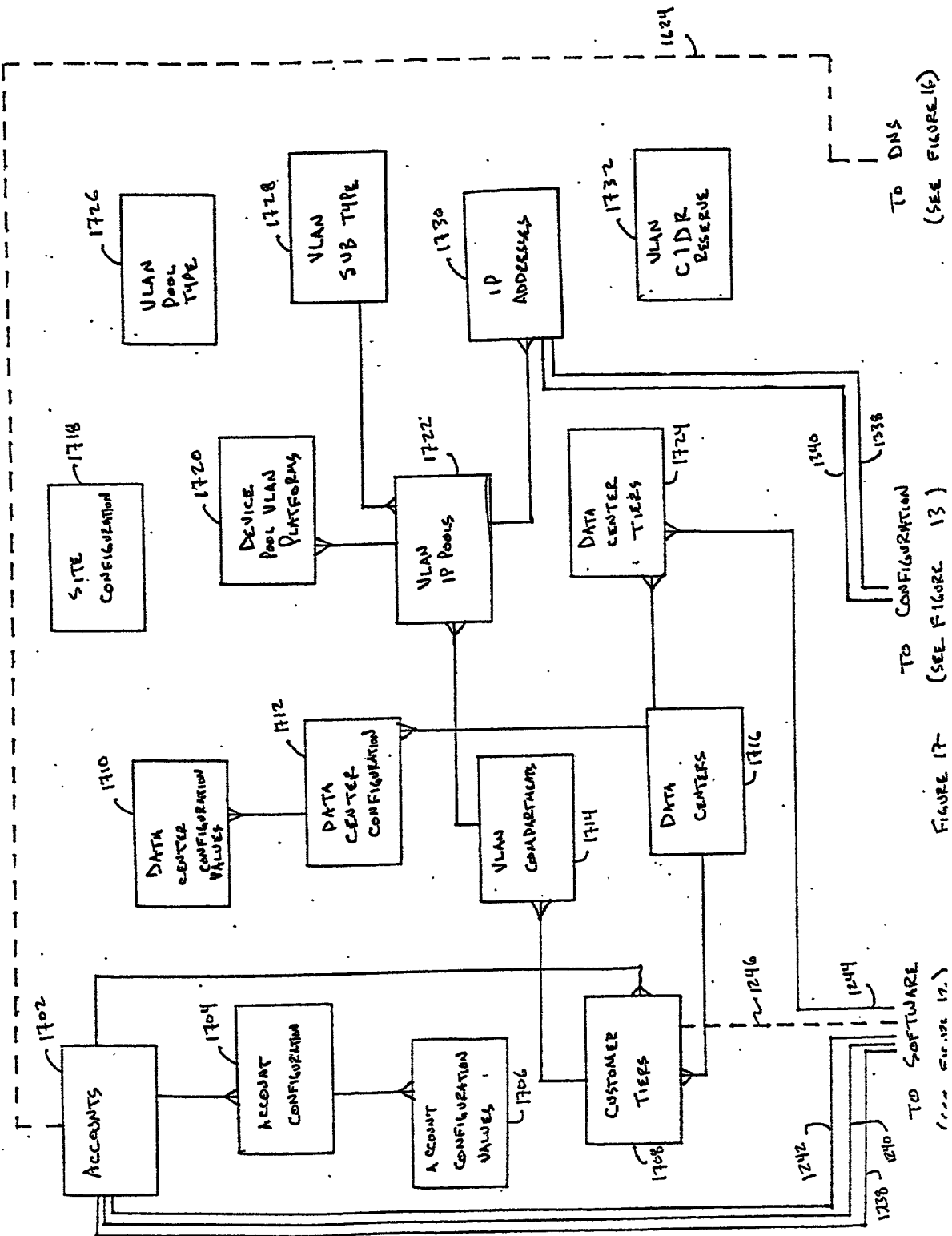
21.12.12

MONITORING 1106



14-00000

Network 1112



TO DNS
(SEE FIGURE 16)

TO CONFIGURATION
(SEE FIGURE 13)

TO SOFTWARE
(SEE FIGURE 12)

FIGURE 17

QUEUES 1114

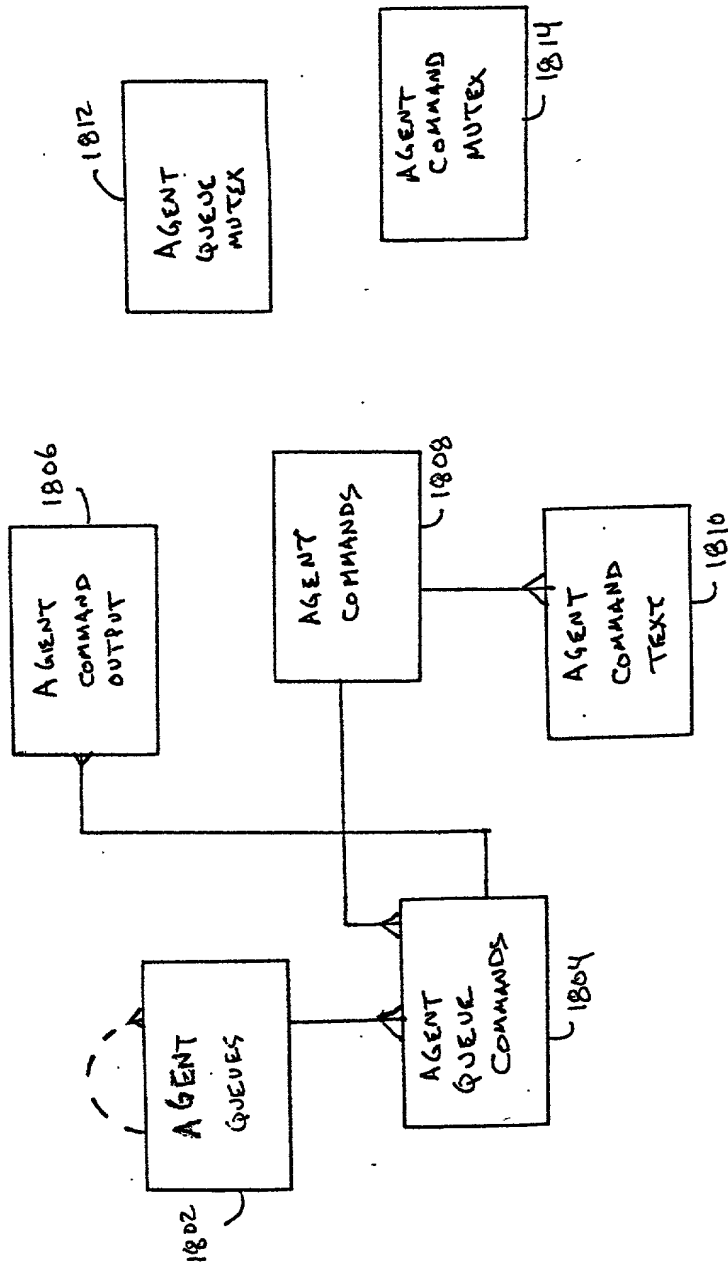


FIGURE 18